



STANDARD OPERATING PROCEDURE

SOP CODE ZRC-005-02	SOP TITLE LIBRARY EVENTS PROCEDURE
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PART 1

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PART 2

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PART 3

Authoriser <hr/> MR SIMON SAMMUT UNIVERSITY SECRETARY	Date of issue: Date of next revision:
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PART 4 (To be filled in by OOTS, QSU or RSSD)

<input type="checkbox"/> This procedure has been revised and is no longer valid as from: (Write date)	<input type="checkbox"/> Date of NEXT REVISION is extended until: (Max. 4 years)	<input type="checkbox"/> SOP rendered obsolete on: (Write date)
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1. Reason for revision

- 1.1. SOP updated as per new UM template.
- 1.2. The Scheduling Office is responsible for processing reservation requests and confirming the availability of the training room for the workshops.

2. Purpose and scope

- 2.1 This procedure aims to portray the workflow process when it comes to organising and promoting any Library related events which take place on and off-campus.

3. Definitions

- 3.1 F/I/C/S: Faculty/Institute/Centre/School
- 3.2 HyDi: Library Discovery & Delivery Portal. A one-stop solution that allows users to perform a single search through all the Library's print and online resources.
- 3.3 KSU: The Kunsill Studenti Universitarji (University Students' Council).
- 3.4 Newspoint: The news portal of the University of Malta which provides staff, students, alumni and the general public with information on news and activities at the UM.
- 3.5 OAR@UM: Is the institutional repository of the UM. It serves as an online platform for the submission and dissemination of Open Access research produced under the auspices of the UM. OAR@UM is managed by the Library.
- 3.6 RefWorks: A bibliographic management software that allows UM registered users to create a database of references by importing citations for books, articles from online databases, Google Scholar and *HyDi*.
- 3.7 UM: University of Malta

4. Responsibilities

4.1 Roles and Responsibilities of the Conferences and Events Unit:

- 4.1.1 Conferences and Events Unit is responsible for processing reservation requests and confirming the availability of the venues for events.
- 4.1.2 Conferences and Events Unit is responsible for the organisation and logistics processes in case of conferences and national events.
- 4.1.3 Conferences and Events Unit is responsible for granting permission to host events within UM premises.

4.2 Roles and Responsibilities of the Director and Deputy Director - Library Services:

- 4.2.1 Director and Deputy Director - Library Services are responsible for approving ideas for events.

4.2.2 Director and Deputy Director - Library Services are responsible for supervising the organisation and logistics processes in case of conferences and national events.

4.3 Roles and Responsibilities of the Kunsill Studenti Universitarji (University Students' Council):

4.3.1 The Kunsill Studenti Universitarji (University Students' Council) is responsible for providing the Library with a stand during the Freshers' Week.

4.4 Roles and Responsibilities of the Library Manager - Reader Services:

4.4.1 The Library Manager - Reader Services is responsible for assigning members of the Library staff to conduct the Library tours during the Freshers' Week.

4.4.2 The Library Manager - Reader Services is responsible for liaising with the Head of Outreach Department to create a timetable of the Library tours for the Freshers' Week.

4.4.3 The Library Manager - Reader Services is responsible for communicating with the Admissions Office with regards to dissemination of the invitations for the Library tours taking place during Freshers' Week.

4.5 Roles and Responsibilities of the Marketing, Communications & Alumni Office:

4.5.1 The Marketing, Communications & Alumni Office is responsible for uploading promotional notices provided by the Library on the Library website and *Newspoint*.

4.5.2 The Marketing, Communications & Alumni Office is responsible for forwarding promotional emails and announcements to IT Services in order to disseminate them to UM staff members.

4.6 Roles and Responsibilities of the members the Scheduling Office:

4.6.1 Scheduling Office is responsible for processing reservation requests and confirming the availability of the training rooms for the events.

4.7 Roles and Responsibilities of the members of IT Services:

4.7.1 IT Services are responsible for providing technical support during the time of the event.

4.7.2 IT Services are responsible for sending out promotional emails and announcements forwarded by the Marketing, Communications & Alumni Office to the UM staff members.

4.8 Roles and Responsibilities of the Office of the Registrar:

4.8.1 The Office of the Registrar is responsible for forwarding promotional emails and announcements to the relevant student population.

4.9 Roles and Responsibilities of the Head of the Outreach Department

4.9.1 The Head of Department initiates brainstorming sessions to come up with ideas for an event.

4.9.2 The Head of Department is responsible for supervising the organisation and logistics processes.

4.9.3 The Head of Department communicates with the Director and Deputy Director - Library Services to gain the approval for the event.

4.9.4 The Head of Department closely collaborates with Library Manager - Reader Services when it comes to organising library tours during *Freshers' Week* and appointing members of the Library staff to deliver the tours.

4.9.5 The Head of Department is responsible for liaising with other UM entities and Library Departments in organising events.

4.9.6 The Head of Department is responsible for contacting the Marketing, Communications & Alumni Office in order to upload promotional material on the Library website and *Newspoint* and send promotional emails to UM staff members.

4.9.7 The Head of Department is responsible for contacting the Office of the Registrar to send promotional emails to all students.

4.9.8 The Head of Department is responsible for contacting various publishers to obtain promotional material and freebies that could be used during events.

4.10 Roles and Responsibilities of the members of the Outreach Department:

4.10.1 Each member of the Outreach Department is responsible for organising and promoting events and submitting reservation requests for venues for events.

4.10.2 Each member of the Outreach Department is responsible for providing phone, email and face-to-face information regarding events.

4.10.3 Each member of the Outreach Department is responsible for uploading promotional notices on the Library Facebook page.

4.10.4 An appointed member of the Outreach Department is responsible for uploading promotional notices on the Library Instagram account.

4.10.5 Each member of the Outreach Department is responsible for collaborating with other UM entities and Library Departments in organising events.

5 Health and Safety requirements

5.1 N/A

6 Procedure

6.1 Fresher's Week

- 6.1.1 One of the team members appointed by Head of the Outreach Department liaises with KSU to set up the Library stand during the Freshers' Week event.
- 6.1.1 The Head of Department initiates brainstorming session with other team members to come up with ideas for the event.
- 6.1.2 The Head of Department communicates with Deputy Director - Library Services in order to get approval of the ideas for the event.
- 6.1.3 One of the team members appointed by Head of the Outreach Department prepares props and auxiliary material for the event.
- 6.1.4 One of the team members appointed by Head of the Outreach creates a timetable for the members of the Library staff who will be manning the stand.
- 6.1.5 The Head of Department makes sure that the Library stand is stocked up with the promotional material provided by the publishers.
- 6.1.6 All members of the Outreach Department actively participate in the event to promote the Library and its services to all staff and students and encourage them to participate in Freshers' Week library tours.
- 6.1.7 Interested individuals can reserve their place for the tours by sending an email on reservations.lib@um.edu.mt or by phoning 2340 2541. Each member of the Outreach team is responsible for taking reservations which include name and surname of the participant and the email address.
- 6.1.8 Tours are delivered by the Outreach staff and other Library staff members appointed by Library Manager - Reader Services.

6.2 Exhibitions

- 6.2.1 The Library accepts the requests from UM staff and students to organise the exhibitions in the Library foyer.
- 6.2.2 Interested individuals must fill in the Events Booking Form that is available on the Conference and Events Unit website (<https://www.um.edu.mt/services/administrativesupport/conferencesunit/onlinebookingform>).
- 6.2.3 Conferences and Events Unit is responsible for granting permission to host the exhibition within the Library premises.
- 6.2.4 Members of the Outreach Department provide the organiser of the exhibition with exhibition panels.

- 6.2.5 The organiser of the exhibition is responsible for setting up and dismantling of the exhibition.
- 6.2.6 The organizer of the exhibition provides the Outreach Department with the promotional material to market the exhibition.
- 6.2.7 One of team members appointed by Head of the Outreach Department uploads a promotional notice on the Library Instagram account and Facebook page.
- 6.2.8 The Head of the Outreach Department is responsible for contacting the Communications Office to upload the promotional notice on the Library website and *Newspoint* and send it out to UM staff (<https://www.um.edu.mt/newspoint>).
- 6.2.9 The Head of the Outreach Department is responsible for contacting the Office of the Registrar to send the promotional notice to students.

6.3 Other events organised in collaboration with student organisations, F/I/C/S and other Library departments:

- 6.3.1 The Outreach Department accepts the requests from student organisation, F/I/C/S and other Library departments to participate and/or help in organising Library related events.
- 6.3.2 One of team members meets with the party interested in organising an event to discuss the details.
- 6.3.3 In case of events organised in collaboration with other Library departments, the Outreach Department takes care of booking the venue and marketing the event.
- 6.3.4 In case of student organisations and F/I/C/S the booking of venues and marketing is done by the student organisation or the F/I/C/S.

6.4 Conferences/Workshops/Seminars

- 6.4.1 The Director and Deputy Director - Library Services inform the Outreach Department about conferences/workshops/seminars that they would like the Library to organise.
- 6.4.2 The Director and Deputy Director - Library Services together with the Outreach Team discuss details and requirements pertaining to the specified event.
- 6.4.3 One of the members of the Outreach Department fills in the Events Booking Form that can be found on the Conference and Events Unit website (<https://www.um.edu.mt/services/administrativesupport/conferencesunit/onlinebookingform>).
- 6.4.4 Conferences and Events Unit is responsible for processing reservation requests and confirming the availability of the suitable venues for the event.

6.4.5 Conferences and Events Unit is responsible for the organisation and logistics processes in case of conferences and national events.

6.4.6 Conferences and Events Unit is responsible for granting permission to host events within UM premises.

6.4.7 The Outreach Department is responsible for the marketing of events.

6.5 Marketing of events

6.5.1 All events are promoted via the Library website, Library Facebook page Library Instagram account, *Newspoint* and emails.

6.5.2 One of team members appointed by Head of the Outreach Department uploads the promotional notice on the Library Instagram account and Library Facebook page.

6.5.3 The Head of Outreach Department is responsible for contacting the Marketing, Communications & Alumni Office in order to upload promotional material on the Library website and *Newspoint* and send promotional emails to UM staff members.

6.5.4 The Head of Department is responsible for contacting the Office of the Registrar to send promotional emails to all students.

6.6 Reservations of venues

6.6.1 Venues are reserved by filling in the Events/Venue Booking Form available on the Conferences and Events Unit website (<https://www.um.edu.mt/services/administrativesupport/conferencesunit/onlinebookingform>).

6.7 Managing reservations

6.7.1 Individuals interested in attending Library tours can reserve their place by sending an email on reservations.lib@um.edu.mt or by phoning 2340 2541.

6.7.2 Individuals interested in attending events organised in collaboration with student organisations or F/I/C/S can reserve their place by contacting the student organisation or the faculty/department.

6.7.3 Reservations for conferences and national events are managed by Conferences and Events Unit.

7 References

7.1 Events/Venue Booking Form, 2017, Available at <https://www.um.edu.mt/services/administrativesupport/conferencesunit/onlinebookingform> [Accessed 10th August 2020].

- 7.2 Library Instagram account, Available at <https://www.instagram.com/um.library> [Accessed 11th August 2020].
- 7.3 Newspoint, 2017, Available at <https://www.um.edu.mt/newspoint> [Accessed 10th August 2020].

8 List of appendices/worksheets

- 8.1 N/A